

APPENDIX C

CATCHMENT AREA RESULTS

SATISFACTION

Table 1

Satisfaction with Military or Civilian Health Care
Beneficiaries Using Military or Civilian Care or Both¹ in Past 12 Months (43, 58)
Average Satisfaction Scale Values² (51, 52, 66, 67) by Location (CACSMPLP) and Past Care³
Region 9

Satisfaction	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non-Catchment Area Beneficiaries		Overseas Beneficiaries		All Region 9 Area Beneficiaries					
									U. S. Health Care Region 9		Vandenburg AFB (0018)		Edwards AFB (0019)	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Overall (51 a, 66 a)	3.4 0.01	4.1 0.01	3.4 0.01	4.0 0.01	3.4 0.03	4.1 0.01	3.4 0.03	3.9 0.04	3.5 0.04	4.0 0.03	3.5 0.06	4.1 0.04	3.5 0.07	3.8 0.06
Willingness to recommend (51 b, 66 b)	3.2 0.01	4.0 0.01	3.2 0.01	4.0 0.01	3.3 0.03	4.0 0.01	3.1 0.03	3.9 0.04	3.3 0.05	3.9 0.03	3.3 0.07	4.0 0.04	3.2 0.07	3.8 0.05
Technical quality (52 l-s, 67 l-s)	3.2 0.01	3.8 0.01	3.2 0.01	3.8 0.01	3.2 0.02	3.8 0.01	3.1 0.02	3.7 0.04	3.2 0.04	3.8 0.03	3.5 0.06	3.9 0.04	3.1 0.06	3.5 0.06
Choice and continuity (52 bb, cc, 67 bb, cc)	2.3 0.01	3.6 0.01	2.4 0.01	3.6 0.01	2.4 0.03	3.6 0.02	2.2 0.03	3.5 0.05	2.5 0.05	3.6 0.03	2.7 0.08	3.7 0.06	2.3 0.08	3.3 0.07
Finances (52 ee, ff, 67 ee, ff)	2.9 0.01	3.2 0.01	3.0 0.01	3.1 0.01	2.7 0.04	3.2 0.02	3.1 0.04	3.1 0.06	3.1 0.06	3.2 0.04	3.0 0.08	3.3 0.07	2.7 0.11	3.0 0.09
Access to appointments (52 g-j, 67 g-j)	2.7 0.01	3.5 0.01	2.7 0.01	3.5 0.01	2.7 0.02	3.6 0.01	2.7 0.02	3.3 0.04	2.9 0.04	3.5 0.03	3.0 0.07	3.6 0.05	2.9 0.06	3.2 0.06
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.2 0.01	3.8 0.01	3.2 0.01	3.8 0.01	3.3 0.02	3.8 0.01	3.2 0.02	3.6 0.04	3.3 0.04	3.8 0.03	3.5 0.06	3.9 0.04	3.3 0.06	3.5 0.06
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.1 0.01	3.8 0.01	3.2 0.01	3.8 0.01	2.9 0.02	3.8 0.01	3.1 0.02	3.5 0.04	3.2 0.03	3.8 0.03	3.5 0.05	3.9 0.04	3.3 0.06	3.5 0.06
Total population (n)	3,808,455	3,957,815	2,634,606	2,080,909	845,282	1,736,762	328,568	140,144	305,574	291,334	9,755	9,151	8,799	7,829

¹ For beneficiaries using both military and civilian care, their responses to military satisfaction questions are found under Mil Care, while their responses to civilian satisfaction questions are found under Civ Care

² Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

³ The bottom number of each cell is the standard error of the sample estimate

Table 1 (continued)

Satisfaction with Military or Civilian Health Care
Beneficiaries Using Military or Civilian Care or Both¹ in Past 12 Months (43, 58)
Average Satisfaction Scale Values² (51, 52, 66, 67) by Location (CACSMPLP) and Past Care³
Region 9

Satisfaction	All Region 9 Area Beneficiaries											
	NH Camp Pendleton (0024)		NH San Diego (0029)		NH Twentynine Palms (0030)		Ft. Irwin (0131)		Los Angeles AFB Clinic (0248)		Out of catchment area (9909)	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Overall (51 a, 66 a)	3.4 0.09	4.0 0.06	3.7 0.07	4.0 0.07	3.6 0.12	3.8 0.13	3.5 0.08	4.1 0.07	3.2 0.09	4.0 0.05	3.3 0.09	4.1 0.04
Willingness to recommend (51 b, 66 b)	3.0 0.10	4.0 0.06	3.5 0.08	3.9 0.06	3.3 0.12	3.7 0.11	3.4 0.08	3.8 0.09	3.2 0.10	3.9 0.05	3.1 0.09	4.0 0.04
Technical quality (52 l-s, 67 l-s)	3.3 0.09	3.9 0.07	3.2 0.06	3.8 0.06	3.4 0.10	3.8 0.10	3.1 0.07	3.6 0.10	3.0 0.10	3.7 0.05	3.2 0.09	3.8 0.05
Choice and continuity (52 bb, cc, 67 bb, cc)	2.5 0.11	3.7 0.08	2.6 0.09	3.6 0.07	2.4 0.13	3.5 0.15	2.3 0.09	3.5 0.11	2.1 0.12	3.5 0.07	2.5 0.11	3.6 0.06
Finances (52 ee, ff, 67 ee, ff)	3.1 0.14	3.1 0.09	3.3 0.11	3.2 0.09	3.7 0.13	2.9 0.17	3.2 0.11	2.9 0.12	2.7 0.15	3.3 0.08	2.6 0.14	3.2 0.08
Access to appointments (52 g-j, 67 g-j)	2.9 0.09	3.6 0.07	2.8 0.06	3.5 0.06	3.1 0.09	3.4 0.13	2.8 0.07	3.5 0.08	2.6 0.10	3.5 0.05	2.9 0.08	3.6 0.05
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.4 0.08	3.9 0.06	3.2 0.06	3.7 0.06	3.4 0.08	3.6 0.15	3.2 0.07	3.6 0.10	3.1 0.09	3.7 0.05	3.3 0.08	3.8 0.05
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.2 0.08	3.8 0.06	3.3 0.06	3.7 0.06	3.6 0.08	3.6 0.11	3.3 0.06	3.5 0.10	2.9 0.09	3.8 0.05	3.0 0.09	3.8 0.05
Total population (n)	78,331	62,080	137,486	106,718	13,731	5,188	7,382	3,494	13,554	27,796	36,536	69,076

¹ For beneficiaries using both military and civilian care, their responses to military satisfaction questions are found under Mil Care, while their responses to civilian satisfaction questions are found under Civ Care

² Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

³ The bottom number of each cell is the standard error of the sample estimate

Table 2

Satisfaction with Military and Civilian Health Care
Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58)
Average Satisfaction Scale Values¹ (51, 52, 66, 67) by Location (CACSMPLP) and Past Care²

Region 9

Satisfaction	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non-Catchment Area Beneficiaries		Overseas Beneficiaries		All Region 9 Area Beneficiaries					
									U. S. Health Care Region 9		Vandenburg AFB (0018)			
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care		
Overall (51 a, 66 a)	3.3 0.01	4.0 0.01	3.3 0.01	4.0 0.01	3.3 0.03	4.0 0.02	3.3 0.05	3.9 0.05	3.4 0.06	3.9 0.05	3.3 0.08	4.0 0.06	3.4 0.11	3.8 0.08
Willingness to recommend (51 b, 66 b)	3.2 0.01	3.9 0.01	3.2 0.02	3.9 0.01	3.2 0.03	3.9 0.02	3.1 0.05	3.8 0.05	3.3 0.06	3.9 0.04	3.2 0.09	3.9 0.06	3.2 0.11	3.8 0.08
Technical quality (52 l-s, 67 l-s)	3.2 0.01	3.7 0.01	3.2 0.01	3.7 0.01	3.2 0.03	3.7 0.02	3.1 0.04	3.6 0.05	3.2 0.06	3.7 0.05	3.4 0.09	3.8 0.06	3.2 0.10	3.5 0.08
Choice and continuity (52 bb, cc, 67 bb, cc)	2.3 0.02	3.5 0.01	2.3 0.02	3.5 0.02	2.3 0.04	3.5 0.03	2.2 0.05	3.4 0.07	2.5 0.07	3.5 0.05	2.6 0.11	3.5 0.09	2.6 0.12	3.2 0.11
Finances (52 ee, ff, 67 ee, ff)	2.8 0.02	3.0 0.02	2.8 0.02	3.0 0.02	2.6 0.04	3.0 0.03	3.0 0.07	2.9 0.07	3.0 0.08	3.0 0.07	2.8 0.11	3.2 0.10	2.6 0.14	2.5 0.12
Access to appointments (52 g-j, 67 g-j)	2.7 0.01	3.4 0.01	2.7 0.01	3.4 0.01	2.6 0.03	3.4 0.02	2.7 0.04	3.2 0.05	2.8 0.05	3.4 0.05	2.8 0.10	3.4 0.06	2.8 0.10	3.1 0.09
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.2 0.01	3.7 0.01	3.2 0.01	3.7 0.01	3.2 0.03	3.7 0.02	3.1 0.04	3.5 0.05	3.2 0.05	3.7 0.05	3.5 0.08	3.7 0.05	3.3 0.10	3.4 0.08
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.1 0.01	3.7 0.01	3.1 0.01	3.6 0.01	2.8 0.03	3.7 0.02	3.0 0.04	3.4 0.04	3.2 0.04	3.6 0.04	3.5 0.07	3.7 0.05	3.2 0.09	3.3 0.07
Total population (n) ³	2,027,879	2,027,879	1,296,382	1,296,382	623,701	623,701	107,796	107,796	158,433	158,433	5,937	5,937	4,145	4,145

¹ Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

² The bottom number of each cell is the standard error of the sample estimate

³ Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

Table 2 (continued)

Satisfaction with Military and Civilian Health Care
Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58)
Average Satisfaction Scale Values¹ (51, 52, 66, 67) by Location (CACSMPLP) and Past Care²

Region 9

Satisfaction	All Region 9 Area Beneficiaries											
	NH Camp Pendleton (0024)		NH San Diego (0029)		NH Twentynine Palms (0030)		Ft. Irwin (0131)		Los Angeles AFB Clinic (0248)		Out of catchment area (9909)	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Overall (51 a, 66 a)	3.2 0.11	3.9 0.09	3.7 0.10	3.8 0.11	3.8 0.13	3.8 0.14	3.6 0.12	4.0 0.09	3.3 0.11	3.9 0.08	3.2 0.12	4.0 0.07
Willingness to recommend (51 b, 66 b)	2.9 0.13	3.9 0.09	3.5 0.10	3.8 0.09	3.6 0.15	3.7 0.12	3.3 0.13	3.7 0.11	3.2 0.12	4.0 0.07	3.1 0.12	4.1 0.07
Technical quality (52 l-s, 67 l-s)	3.0 0.12	3.8 0.10	3.2 0.10	3.7 0.09	3.5 0.13	3.7 0.11	3.2 0.12	3.6 0.12	3.1 0.13	3.7 0.08	3.2 0.12	3.8 0.08
Choice and continuity (52 bb, cc, 67 bb, cc)	2.3 0.14	3.6 0.12	2.7 0.12	3.5 0.10	2.8 0.16	3.4 0.16	2.3 0.14	3.5 0.14	2.3 0.15	3.4 0.11	2.6 0.15	3.6 0.11
Finances (52 ee, ff, 67 ee, ff)	2.8 0.17	2.9 0.13	3.2 0.14	3.0 0.13	3.7 0.22	2.9 0.19	3.2 0.19	2.8 0.16	2.6 0.17	3.1 0.12	2.5 0.17	3.0 0.13
Access to appointments (52 g-j, 67 g-j)	2.7 0.09	3.5 0.10	2.8 0.09	3.4 0.09	3.1 0.13	3.3 0.15	2.8 0.09	3.4 0.12	2.6 0.13	3.4 0.09	2.9 0.11	3.5 0.08
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.1 0.10	3.9 0.09	3.2 0.08	3.6 0.09	3.4 0.12	3.6 0.16	3.3 0.11	3.5 0.12	3.2 0.11	3.6 0.08	3.3 0.11	3.7 0.08
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.0 0.09	3.6 0.09	3.3 0.07	3.6 0.08	3.6 0.11	3.5 0.12	3.3 0.10	3.4 0.13	2.9 0.12	3.6 0.08	2.9 0.12	3.8 0.08
Total population (n) ³	36,632	36,632	68,364	68,364	4,656	4,656	2,504	2,504	10,621	10,621	25,574	25,574

¹ Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

² The bottom number of each cell is the standard error of the sample estimate

³ Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

Table 13

Reasons for Not Using a Military Treatment Facility for Most Care in the Past 12 Months (55, 56)
All Beneficiaries (55) and Beneficiaries Who Did Not Use a Military Treatment Facility for Most Care in the Past 12 Months (56)
Percent of Beneficiaries by Location (CACSMPLP)¹

Region 9

Reasons for Not Using a Military Treatment Facility for Most Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non-Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 9 Area Beneficiaries		
					U. S. Health Care Region 9	Vandenburg AFB (0018)	Edwards AFB (0019)
Did not use a military facility for most care in past 12 months (55)	56.5 0.21	44.6 0.28	83.7 0.37	22.4 0.76	52.7 1.01	51.9 1.81	48.5 1.99
Never try to get care (56 a)	26.2 0.38	24.2 0.38	28.5 0.65	17.5 1.51	33.2 1.37	25.6 2.31	25.1 2.70
Did not need care (56 b)	11.8 0.28	13.0 0.32	10.2 0.45	19.9 1.66	11.7 1.01	13.5 2.41	13.3 2.24
Military facility too far away (56 c)	37.1 0.40	15.8 0.33	57.2 0.70	32.5 1.83	28.2 1.23	15.0 2.01	26.6 3.38
Too difficult to get an appointment (56 d)	26.8 0.36	34.1 0.41	20.5 0.59	16.6 1.40	20.0 1.13	21.0 2.15	27.1 2.77
Cannot see same provider (56 e)	15.8 0.29	20.9 0.37	11.2 0.45	11.4 1.40	17.4 1.14	16.5 1.94	16.9 3.23
Military facility used has been closed (56 f)	10.5 0.28	4.3 0.16	16.4 0.53	9.0 1.00	15.8 0.87	0.8 0.48	4.8 1.22
Services needed not available (56 g)	12.3 0.25	15.2 0.32	9.4 0.39	16.1 1.52	12.4 0.97	19.0 2.08	16.4 3.19
Get better care from civilian providers (56 h)	23.2 0.34	28.1 0.41	18.7 0.56	20.2 1.74	26.9 1.34	25.7 2.36	21.4 2.61
Not eligible for care in a military facility (56 i)	7.3 0.20	8.1 0.22	6.6 0.35	4.7 0.61	7.5 0.72	5.3 1.14	9.6 1.83
No appointment available for my type of beneficiary (56 j)	12.4 0.25	16.5 0.30	8.8 0.41	4.9 0.66	8.2 0.79	16.7 2.04	16.8 2.29
Difficult to find parking (56 k)	2.2 0.12	3.5 0.19	1.0 0.15	3.4 0.80	6.2 0.81	0.0 0.00	2.9 2.79
Some other reason (56 l)	16.8 0.29	21.1 0.38	12.3 0.45	26.7 1.83	19.7 1.26	19.9 2.15	16.3 2.38
Total population not using a military treatment facility for most care (n) ²	3,519,454	1,655,911	1,773,788	89,756	251,959	7,299	6,758

¹ The bottom number of each cell is the standard error of the sample estimate² The total population for row 1 is different from the total population for rows 2-13 because only those respondents who answer no to question 55 are included in rows 2-13

Table 13 (continued)

Reasons for Not Using a Military Treatment Facility for Most Care in the Past 12 Months (55, 56)
All Beneficiaries (55) and Beneficiaries Who Did Not Use a Military Treatment Facility for Most Care in the Past 12 Months (56)
Percent of Beneficiaries by Location (CACSMPLP)¹

Region 9

Reasons for Not Using a Military Treatment Facility for Most Care	All Region 9 Area Beneficiaries					
	NH Camp Pendleton (0024)	NH San Diego (0029)	NH Twentynine Palms (0030)	Ft. Irwin (0131)	Los Angeles AFB Clinic (0248)	Out of catchment area (9909)
Did not use a military facility for most care in past 12 months (55)	44.6 2.06	43.4 2.03	14.5 1.99	22.8 1.78	83.3 1.32	82.1 1.29
Never try to get care (56 a)	28.9 2.82	38.7 3.11	10.0 3.98	16.3 3.20	35.7 2.57	31.6 2.28
Did not need care (56 b)	11.5 2.22	12.6 2.30	16.2 5.08	13.2 3.22	10.8 1.62	10.8 1.56
Military facility too far away (56 c)	32.1 2.86	12.9 2.21	21.7 6.21	23.3 4.10	37.6 2.67	41.3 2.44
Too difficult to get an appointment (56 d)	17.0 2.15	24.3 2.64	15.7 3.94	17.7 3.20	18.4 2.06	17.3 1.87
Cannot see same provider (56 e)	18.3 2.29	21.3 2.67	11.4 4.51	19.4 3.69	9.9 1.50	15.3 1.80
Military facility used has been closed (56 f)	21.3 2.19	0.8 0.73	1.2 0.54	5.0 2.54	27.9 2.38	27.8 2.23
Services needed not available (56 g)	12.0 2.35	10.2 2.01	13.6 4.24	22.8 4.19	12.1 1.71	14.0 1.70
Get better care from civilian providers (56 h)	31.1 3.11	28.8 2.92	9.7 2.89	23.9 3.52	23.1 2.40	24.4 2.14
Not eligible for care in a military facility (56 i)	6.8 1.68	6.8 1.44	10.3 3.52	7.0 2.41	8.2 1.48	8.3 1.31
No appointment available for my type of beneficiary (56 j)	5.2 1.57	9.5 1.82	6.1 1.62	8.2 2.18	8.6 1.49	7.1 1.25
Difficult to find parking (56 k)	3.1 1.13	15.9 2.31	4.2 3.86	0.7 0.52	0.6 0.40	0.6 0.36
Some other reason (56 l)	17.3 2.27	28.1 3.07	33.6 6.72	27.2 4.27	13.3 1.76	13.7 1.71
Total population not using a military treatment facility for most care (n) ²	50,573	82,924	2,286	2,051	27,416	72,651

¹ The bottom number of each cell is the standard error of the sample estimate² The total population for row 1 is different from the total population for rows 2-13 because only those respondents who answer no to question 55 are included in rows 2-13

Table 20

Satisfaction with CHAMPUS Benefits

Beneficiaries Who Used CHAMPUS in Past 12 Months (68)

Average Satisfaction Score¹ (69) by Location (CACSMPLP)²

Region 9

Satisfaction with CHAMPUS Benefits	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 9 Area Beneficiaries		
					U. S. Health Care Region 9	Vandenburg AFB (0018)	Edwards AFB (0019)
Providers' willingness to submit claims (69 a)	3.7 0.02	3.8 0.02	3.7 0.03	3.7 0.08	3.9 0.06	3.9 0.10	3.8 0.12
Claims processing procedures (69 b)	3.2 0.02	3.2 0.02	3.1 0.03	3.4 0.09	3.4 0.07	3.3 0.12	3.4 0.13
Time to solve claim problems (69 c)	2.9 0.02	2.9 0.02	2.7 0.04	3.1 0.09	3.0 0.07	2.9 0.13	3.2 0.13
Time waiting for payment (69 d)	2.9 0.02	3.0 0.02	2.8 0.03	3.1 0.09	3.1 0.07	3.2 0.11	3.1 0.13
Amount of CHAMPUS deductible (69 e)	2.8 0.02	2.9 0.02	2.7 0.03	3.2 0.09	3.0 0.07	3.1 0.11	2.9 0.13
Amount of CHAMPUS copayment (69 f)	2.9 0.02	3.0 0.02	2.7 0.03	3.2 0.08	3.0 0.07	3.1 0.11	3.0 0.13
Coverage of services and procedures (69 g)	2.8 0.02	2.9 0.02	2.7 0.03	3.4 0.09	3.1 0.07	3.1 0.12	3.1 0.13
Total population who used CHAMPUS in past 12 months (n)	1,326,819	687,015	598,455	41,349	70,559	2,228	2,433

¹ These average scores represent the arithmetic means of all responses to each part of question 69 where the responses range in value from one for very dissatisfied to five for very satisfied

² The bottom number of each cell is the standard error of the sample estimate

Table 20 (continued)

Satisfaction with CHAMPUS Benefits

Beneficiaries Who Used CHAMPUS in Past 12 Months (68)

Average Satisfaction Score¹ (69) by Location (CACSMPLP)²

Region 9

Satisfaction with CHAMPUS Benefits	All Region 9 Area Beneficiaries					
	NH Camp Pendleton (0024)	NH San Diego (0029)	NH Twentynine Palms (0030)	Ft. Irwin (0131)	Los Angeles AFB Clinic (0248)	Out of catchment area (9909)
Providers' willingness to submit claims (69 a)	3.9 0.13	3.8 0.14	4.1 0.19	4.0 0.13	3.8 0.11	3.9 0.10
Claims processing procedures (69 b)	3.4 0.19	3.4 0.15	3.8 0.21	3.3 0.19	3.3 0.13	3.3 0.11
Time to solve claim problems (69 c)	2.9 0.16	3.1 0.16	3.6 0.25	3.2 0.18	3.0 0.14	2.9 0.12
Time waiting for payment (69 d)	3.1 0.15	3.1 0.15	3.6 0.27	3.3 0.17	3.2 0.14	3.1 0.12
Amount of CHAMPUS deductible (69 e)	3.0 0.12	2.8 0.16	3.2 0.28	3.0 0.19	3.1 0.14	3.0 0.11
Amount of CHAMPUS copayment (69 f)	3.0 0.13	3.0 0.17	3.3 0.26	3.2 0.19	3.2 0.14	3.0 0.11
Coverage of services and procedures (69 g)	3.0 0.17	3.3 0.15	3.6 0.22	3.1 0.18	3.2 0.15	3.0 0.11
Total population who used CHAMPUS in past 12 months (n)	17,810	19,459	1,287	1,292	5,823	20,228

¹ These average scores represent the arithmetic means of all responses to each part of question 69 where the responses range in value from one for very dissatisfied to five for very satisfied

² The bottom number of each cell is the standard error of the sample estimate

ACCESS TO CARE

Table 30

Access to Health Care

Percent of Beneficiaries Using Military or Civilian Care or Both¹ in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care²

Region 9

Access Measures	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non-Catchment Area Beneficiaries		Overseas Beneficiaries		All Region 9 Area Beneficiaries					
									U. S. Health Care Region 9		Vandenburg AFB (0018)			
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care		
1 - 2 phone calls for an appointment (47, 62)	35.6 0.36	60.5 0.39	38.1 0.43	60.5 0.43	26.8 0.80	61.6 0.71	37.6 1.11	44.2 1.74	37.5 1.74	57.1 1.48	42.5 2.70	60.4 2.58	41.7 3.05	62.3 3.03
Wait less than 30 minutes in a medical facility (48, 63)	67.5 0.42	83.3 0.31	66.8 0.48	85.3 0.31	71.7 1.07	81.7 0.58	65.5 1.23	73.9 1.53	64.5 2.02	85.0 1.02	85.4 2.18	92.9 1.35	78.0 2.81	74.5 3.37
Travel less than 30 minutes to a medical facility (49, 64)	75.4 0.37	86.1 0.29	80.7 0.36	87.6 0.27	47.9 1.11	84.5 0.56	84.0 0.89	83.9 1.24	83.0 1.32	89.3 0.89	88.9 1.91	85.9 1.77	78.2 2.64	68.2 2.96
Waiting time for an appointment														
Same day for appt. for urgent care (50, 65)	89.8 0.42	93.9 0.30	90.1 0.46	93.8 0.35	85.3 1.49	93.9 0.49	93.0 0.90	94.2 1.16	90.4 1.88	94.8 0.86	94.2 1.97	92.0 2.21	89.6 3.12	91.4 2.71
7 days or less for appt. for minor illness (50, 65)	93.3 0.24	97.1 0.17	93.4 0.26	97.0 0.18	91.8 0.84	97.2 0.29	94.2 0.58	97.3 0.85	95.5 0.91	96.4 0.62	90.7 2.26	94.4 1.57	92.3 1.99	92.5 2.10
30 days or less for appt. for routine/ preventive care (50, 65)	92.5 0.23	92.0 0.25	92.3 0.25	93.4 0.21	92.0 0.72	90.4 0.48	94.8 0.55	95.5 1.00	96.2 0.73	93.1 0.75	93.1 1.79	94.1 1.28	93.5 1.76	94.9 1.41
30 days or less for appt. for chronic or ongoing condition (50, 65)	91.0 0.32	94.7 0.25	90.9 0.36	95.4 0.21	89.8 1.00	93.8 0.47	94.1 0.90	96.5 0.99	90.3 1.69	95.9 1.64	99.1 0.62	95.4 1.28	93.8 2.06	95.8 1.50
Total population (n)	3,808,455	3,957,815	2,634,606	2,080,909	845,282	1,736,762	328,568	140,144	305,574	291,334	9,755	9,151	8,799	7,829

¹ For beneficiaries using both military and civilian care, their responses to military access questions are found under Mil Care, while their responses to civilian access questions are found under Civ Care² The bottom number of each cell is the standard error of the sample estimate

Table 30 (continued)

Access to Health Care
Percent of Beneficiaries Using Military or Civilian Care or Both¹ in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care²
Region 9

Access Measures	All Region 9 Area Beneficiaries											
	NH Camp Pendleton (0024)		NH San Diego (0029)		NH Twentynine Palms (0030)		Ft. Irwin (0131)		Los Angeles AFB Clinic (0248)		Out of catchment area (9909)	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
1 - 2 phone calls for an appointment (47, 62)	35.6 3.60	62.1 3.22	39.4 3.07	55.1 3.09	44.9 4.15	51.4 5.96	38.8 3.92	57.9 4.38	31.4 3.35	55.0 2.75	31.0 3.22	56.0 2.54
Wait less than 30 minutes in a medical facility (48, 63)	66.7 3.88	90.4 1.56	58.4 3.59	86.8 2.20	62.8 4.93	81.2 5.52	68.3 4.11	84.4 2.99	76.2 4.13	79.0 2.25	71.9 3.82	80.4 2.08
Travel less than 30 minutes to a medical facility (49, 64)	78.6 2.96	89.1 2.11	89.4 2.00	93.2 1.74	87.6 3.48	66.2 5.36	87.5 2.15	49.2 4.39	61.0 4.58	90.1 1.97	66.8 4.02	89.7 1.58
Waiting time for an appointment												
Same day for appt. for urgent care (50, 65)	93.4 3.26	94.3 1.92	88.8 3.35	95.9 1.69	91.2 4.07	87.6 5.91	93.0 2.54	96.9 1.53	75.6 6.48	96.7 1.33	92.3 4.28	94.0 1.71
7 days or less for appt. for minor illness (50, 65)	99.2 0.59	97.2 1.13	94.3 1.89	96.3 1.34	91.7 2.30	94.4 3.80	90.4 3.27	94.0 3.06	90.3 2.96	97.3 1.03	98.9 1.06	96.2 1.14
30 days or less for appt. for routine/ preventive care (50, 65)	97.3 0.94	93.6 1.31	96.0 1.42	92.1 1.72	96.1 1.29	94.1 4.94	94.0 2.76	96.9 1.01	97.6 1.41	92.0 1.60	96.8 1.56	94.1 1.28
30 days or less for appt. for chronic or ongoing condition (50, 65)	88.9 3.45	97.8 0.85	89.9 2.84	95.2 1.49	90.3 3.15	92.4 4.46	95.0 2.44	96.6 1.33	95.4 2.53	93.4 1.68	89.2 3.63	96.4 1.14
Total population (n)	78,331	62,080	137,486	106,718	13,731	5,188	7,382	3,494	13,554	27,796	36,536	69,076

¹ For beneficiaries using both military and civilian care, their responses to military access questions are found under Mil Care, while their responses to civilian access questions are found under Civ Care

² The bottom number of each cell is the standard error of the sample estimate

Table 31

Access to Health Care
Percent of Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care¹

Region 9

Access Measures	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non-Catchment Area Beneficiaries		Overseas Beneficiaries		All Region 9 Area Beneficiaries					
									U. S. Health Care Region 9		Vandenburg AFB (0018)			
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care		
1 - 2 phone calls for an appointment (47, 62)	30.2 0.46	56.5 0.52	33.3 0.53	57.1 0.58	22.9 0.92	57.3 1.14	33.4 1.87	43.5 2.02	31.4 2.03	51.2 2.22	39.4 3.45	57.6 3.38	33.4 4.17	58.5 4.39
Wait less than 30 minutes in a medical facility (48, 63)	66.0 0.60	82.5 0.43	65.2 0.68	84.2 0.43	69.9 1.41	79.8 0.97	61.3 2.21	77.4 1.85	63.6 2.80	84.3 1.62	84.7 3.06	90.8 1.93	82.8 3.81	79.7 3.79
Travel less than 30 minutes to a medical facility (49, 64)	67.0 0.58	84.8 0.40	74.9 0.55	85.8 0.39	41.2 1.36	82.7 0.95	75.4 1.89	85.3 1.26	77.5 2.14	86.9 1.49	86.1 2.70	84.4 2.36	72.1 4.19	59.2 4.44
Waiting time for an appointment														
Same day for appt. for urgent care (50, 65)	86.9 0.67	92.5 0.46	88.2 0.69	92.5 0.55	81.5 2.05	92.4 0.88	88.8 2.30	93.3 1.59	92.5 1.92	94.9 1.27	94.4 2.43	88.4 3.48	86.4 5.17	79.3 6.93
7 days or less for appt. for minor illness (50, 65)	91.3 0.40	96.1 0.27	91.4 0.43	96.2 0.27	90.5 1.18	95.8 0.57	92.2 1.32	96.6 1.24	92.9 1.75	95.5 1.04	87.9 3.32	92.6 2.51	90.5 3.43	87.3 4.48
30 days or less for appt. for routine/ preventive care (50, 65)	90.8 0.37	93.8 0.30	90.3 0.42	94.7 0.26	91.4 0.95	91.9 0.73	93.5 1.17	96.1 1.08	95.0 1.20	93.7 1.14	93.2 1.26	94.2 1.69	95.2 2.19	94.3 2.35
30 days or less for appt. for chronic or ongoing condition (50, 65)	89.6 0.47	95.5 0.28	89.3 0.52	95.6 0.28	89.3 1.25	95.2 0.65	94.0 1.52	97.0 1.33	92.7 1.81	96.5 0.86	98.5 1.05	96.8 1.37	93.5 2.98	94.7 2.52
Total population (n) ²	2,027,879	2,027,879	1,296,382	1,296,382	623,701	623,701	107,796	107,796	158,433	158,433	5,937	5,937	4,145	4,145

¹ The bottom number of each cell is the standard error of the sample estimate² Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

Table 31 (continued)

Access to Health Care

Percent of Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care¹

Region 9

Access Measures	All Region 9 Area Beneficiaries											
	NH Camp Pendleton (0024)		NH San Diego (0029)		NH Twentynine Palms (0030)		Ft. Irwin (0131)		Los Angeles AFB Clinic (0248)		Out of catchment area (9909)	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
1 - 2 phone calls for an appointment (47, 62)	33.5 4.70	59.6 4.73	30.7 3.52	45.4 4.07	48.0 5.75	49.9 6.54	39.5 5.63	54.6 5.76	25.8 3.82	52.5 4.31	26.4 3.75	50.7 4.14
Wait less than 30 minutes in a medical facility (48, 63)	60.9 5.84	92.5 2.00	57.0 5.01	81.7 3.39	78.4 6.18	79.6 6.26	74.4 5.60	83.7 4.21	75.7 5.22	78.2 3.79	72.0 5.06	81.0 3.34
Travel less than 30 minutes to a medical facility (49, 64)	75.4 4.53	88.1 3.33	85.2 3.45	91.2 2.71	80.2 5.69	63.5 6.06	83.4 3.94	38.6 5.67	58.4 5.90	89.6 2.65	56.8 5.58	86.5 2.87
Waiting time for an appointment												
Same day for appt. for urgent care (50, 65)	92.8 4.70	95.1 2.62	95.6 2.51	96.3 2.31	82.8 9.15	85.2 7.27	91.2 4.77	98.8 0.72	74.9 7.41	94.0 2.95	92.3 5.24	95.5 2.62
7 days or less for appt. for minor illness (50, 65)	98.6 1.35	97.2 1.75	90.1 3.73	95.8 1.95	87.3 4.63	94.2 4.31	91.7 3.93	90.0 5.54	87.8 4.10	98.9 1.08	97.9 2.05	93.2 2.54
30 days or less for appt. for routine/preventive care (50, 65)	95.9 1.55	95.5 1.60	94.3 2.37	91.8 2.43	95.6 2.30	94.2 5.71	91.9 3.79	96.8 1.40	96.5 2.05	95.0 2.20	95.7 2.44	94.3 2.13
30 days or less for appt. for chronic or ongoing condition (50, 65)	87.0 5.33	98.2 1.08	95.0 2.14	96.0 1.73	93.3 3.98	91.8 5.00	99.3 0.49	95.6 2.10	96.1 2.79	98.8 1.14	91.5 4.07	95.0 2.18
Total population (n) ²	36,632	36,632	68,364	68,364	4,656	4,656	2,504	2,504	10,621	10,621	25,574	25,574

¹ The bottom number of each cell is the standard error of the sample estimate

² Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

KNOWLEDGE OF TRICARE

Table 43

Knowledge of and Information Sources About TRICARE (70-72)

All Beneficiaries (70, 71) and Beneficiaries with a Little, Some, or a Great Deal of Knowledge About TRICARE (72)

Percent of Beneficiaries by Location (CACSMPLP)¹

Region 9

Knowledge and Information about TRICARE	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non-Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 9 Area Beneficiaries		
					U. S. Health Care Region 9	Vandenburg AFB (0018)	Edwards AFB (0019)
Have heard of TRICARE (70)	68.9 0.29	73.5 0.31	59.3 0.63	76.7 0.88	62.9 1.20	71.2 1.91	73.1 2.02
Level of knowledge (71)							
A great deal (71)	10.3 0.18	12.1 0.23	7.5 0.32	8.7 0.59	10.9 0.79	13.5 1.46	12.8 1.61
Something (71)	24.8 0.26	28.2 0.31	18.5 0.49	26.9 0.92	23.1 1.09	30.3 2.03	29.9 2.37
A little (71)	29.8 0.29	30.2 0.33	27.8 0.59	36.6 1.03	28.2 1.20	25.8 1.98	33.0 2.24
Nothing (71)	35.0 0.29	29.5 0.32	46.2 0.63	27.8 0.94	37.8 1.22	30.3 1.77	24.4 1.91
Information sources (72)							
Presentation (72 a)	33.6 0.33	37.7 0.40	21.7 0.64	42.4 1.21	30.1 1.55	39.8 2.58	44.5 2.82
Mailed information (72 b)	56.0 0.37	56.6 0.42	56.5 0.86	48.8 1.22	55.9 1.68	57.8 2.69	56.0 2.83
Military providers (72 c)	15.2 0.26	17.1 0.32	10.5 0.51	16.2 0.93	15.3 1.23	16.0 1.88	16.0 2.09
Civilian providers (72 d)	4.4 0.15	4.3 0.16	5.1 0.37	2.1 0.41	4.7 0.65	3.1 0.88	3.3 0.99
TRICARE information number (72 e)	16.2 0.28	17.1 0.33	16.0 0.62	8.2 0.67	20.6 1.39	18.1 2.09	21.1 2.65
Military base newspaper (72 f)	30.8 0.33	34.3 0.40	21.5 0.70	36.1 1.13	24.0 1.51	26.0 1.51	31.4 2.43
City, town, or regional newspaper (72 g)	7.1 0.17	8.6 0.21	4.2 0.37	3.9 0.45	2.6 0.53	1.3 0.57	1.9 0.69
Friends or neighbors (72 h)	25.2 0.31	29.4 0.39	16.8 0.61	20.6 0.96	24.7 1.50	23.5 2.55	22.1 2.61
Visited TRICARE Service Center (72 i)	20.3 0.28	24.0 0.35	13.5 0.53	13.3 0.82	25.3 1.41	38.8 2.63	35.6 2.89
Commercial radio or TV (72 j)	2.7 0.12	2.0 0.12	1.3 0.20	14.5 0.86	0.7 0.29	0.0 0.00	0.2 0.13
Some other way (72 k)	23.6 0.33	21.3 0.35	28.5 0.79	24.7 1.13	24.7 1.48	19.6 2.07	15.6 1.98
Total population that has a little, some, or a great deal of knowledge about TRICARE (n) ²	3,947,405	2,557,871	1,107,815	281,719	289,230	9,442	10,425

¹ The bottom number of each cell is the standard error of the sample estimate² The total population for rows 1-6 is different from the total population of rows 7-18 because only those respondents who know at least little about TRICARE answer question 72

Table 43 (continued)

Knowledge of and Information Sources About TRICARE (70-72)

All Beneficiaries (70, 71) and Beneficiaries with a Little, Some, or a Great Deal of Knowledge About TRICARE (72)

Percent of Beneficiaries by Location (CACSMPLP)¹

Region 9

Knowledge and Information about TRICARE	All Region 9 Area Beneficiaries					
	NH Camp Pendleton (0024)	NH San Diego (0029)	NH Twentynine Palms (0030)	Ft. Irwin (0131)	Los Angeles AFB Clinic (0248)	Out of catchment area (9909)
Have heard of TRICARE (70)	62.7 2.69	63.8 2.31	73.3 3.74	76.9 2.30	58.6 2.31	56.8 2.08
Level of knowledge (71)						
A great deal (71)	11.0 1.88	9.7 1.46	15.3 2.36	17.7 2.31	11.7 1.51	10.9 1.40
Something (71)	26.8 2.53	20.3 2.07	27.1 3.57	32.9 2.86	17.8 1.73	22.3 1.83
A little (71)	21.3 2.27	34.5 2.49	26.3 3.10	28.9 3.21	25.5 2.20	24.1 1.84
Nothing (71)	40.9 2.76	35.5 2.32	31.2 3.82	20.6 2.82	45.0 2.27	42.6 2.00
Information sources (72)						
Presentation (72 a)	35.8 3.65	25.8 2.90	47.4 4.20	45.9 3.51	24.2 2.49	23.9 2.41
Mailed information (72 b)	60.4 3.64	52.3 3.29	47.9 4.35	54.1 3.59	59.6 3.16	59.0 2.86
Military providers (72 c)	22.2 3.39	11.3 2.06	22.0 3.35	25.1 3.06	15.6 2.28	12.8 2.00
Civilian providers (72 d)	5.3 1.74	2.8 1.01	0.6 0.23	3.6 1.26	8.5 1.87	8.6 1.69
TRICARE information number (72 e)	17.5 2.89	21.7 2.70	12.8 2.57	20.5 2.89	27.7 3.12	21.7 2.46
Military base newspaper (72 f)	25.7 3.44	25.6 2.93	18.8 3.03	22.4 3.03	20.4 2.59	18.8 2.31
City, town, or regional newspaper (72 g)	0.9 0.39	3.4 1.17	1.6 0.89	3.2 1.20	3.9 1.29	3.2 0.99
Friends or neighbors (72 h)	29.2 3.55	24.5 2.84	25.6 3.55	24.7 3.07	14.7 2.22	23.4 2.44
Visited TRICARE Service Center (72 i)	28.3 3.47	19.0 2.55	40.1 4.43	38.4 3.45	24.2 2.72	27.0 2.55
Commercial radio or TV (72 j)	1.4 1.05	0.4 0.29	1.0 0.86	1.8 0.94	0.4 0.44	0.8 0.57
Some other way (72 k)	24.5 3.10	27.4 2.90	26.4 4.16	20.8 3.17	22.1 2.60	22.6 2.46
Total population that has a little, some, or a great deal of knowledge about TRICARE (n) ²	64,987	119,605	10,720	7,136	17,307	49,607

¹ The bottom number of each cell is the standard error of the sample estimate² The total population for rows 1-6 is different from the total population of rows 7-18 because only those respondents who know at least a little about TRICARE answer question 72

Table 52
Attitudes about TRICARE Prime (73)
Beneficiaries Who Know Something About TRICARE Prime (71)
Percent of Beneficiaries by Location (CACSMPLP) Who Agree or Strongly Agree with the Selected Statements¹

Attitudes about TRICARE Prime	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 9 Area Beneficiaries		
					Region 9	U. S. Health Care Region 9	Vandenburg AFB (0018)
Have clear information about enrollment procedures (73 a)	41.8 0.37	45.9 0.43	31.6 0.80	43.6 1.24	48.8 1.75	56.5 2.78	55.7 2.92
TRICARE Prime will increase access to care (73 b)	26.4 0.34	29.4 0.40	19.4 0.68	25.5 1.11	37.3 1.70	37.8 2.88	34.3 2.77
Confused about costs (73 c)	39.9 0.39	38.0 0.43	43.8 0.91	42.1 1.26	36.5 1.73	30.9 2.54	35.1 2.81
Will have better preventive care (73 d)	19.5 0.30	21.1 0.36	16.0 0.63	18.6 0.99	27.1 1.54	23.2 2.48	22.5 2.40
TRICARE Prime will make it harder to see a specialist (73 e)	24.6 0.33	24.6 0.37	26.1 0.81	18.4 0.97	20.7 1.33	18.7 2.06	21.0 2.36
Can see the same doctor each visit (73 f)	32.4 0.36	33.7 0.42	29.0 0.80	34.5 1.21	44.3 1.73	44.6 2.84	40.0 2.93
Know what to do to make an appointment (73 g)	37.8 0.36	43.1 0.42	25.7 0.73	35.9 1.22	45.9 1.74	52.1 2.86	54.8 2.94
Will be easier to get phone advice (73 h)	18.1 0.29	20.6 0.37	12.9 0.57	15.2 0.85	21.0 1.42	18.5 2.34	23.2 2.44
Will use more of own money for health care (73 i)	32.0 0.36	33.2 0.40	31.3 0.86	23.9 1.04	29.8 1.57	35.8 2.63	37.7 2.86
Know how to use Health Care Finder (73 j)	24.5 0.32	26.2 0.38	21.9 0.72	18.7 1.00	33.4 1.62	35.3 2.65	29.4 2.67
Satisfied with prompt payment of bills from civilian providers (73 k)	18.3 0.30	17.7 0.33	21.9 0.75	10.3 0.85	22.8 1.47	24.5 2.37	23.6 2.80
Satisfied with choice of provider (73 l)	21.2 0.30	24.0 0.37	14.7 0.60	20.7 1.10	30.1 1.56	37.0 2.77	29.4 2.68
Quality of my health care has improved under TRICARE Prime (73 m)	10.0 0.23	11.1 0.29	7.8 0.45	8.3 0.73	16.6 1.31	14.4 2.16	11.9 1.94
Need more information (73 n)	54.9 0.38	52.1 0.43	59.5 0.88	63.1 1.21	51.8 1.73	44.0 2.88	45.0 2.94
Understand differences between Standard, Extra, and Prime (73 o)	36.5 0.36	39.8 0.42	30.0 0.81	31.7 1.15	36.4 1.66	48.6 2.87	43.4 3.01
Total population who knows something about TRICARE Prime (n)	3,947,405	2,557,871	1,107,815	281,719	289,230	9,442	10,425

¹ The bottom number of each cell is the standard error of the sample estimate

Table 52 (continued)
Attitudes about TRICARE Prime (73)
Beneficiaries Who Know Something About TRICARE Prime (71)
Percent of Beneficiaries by Location (CACSMPLP) Who Agree or Strongly Agree with the Selected Statements¹

Attitudes about TRICARE Prime	All Region 9 Area Beneficiaries					
	NH Camp Pendleton (0024)	NH San Diego (0029)	NH Twentynine Palms (0030)	Ft. Irwin (0131)	Los Angeles AFB Clinic (0248)	Out of catchment area (9909)
Have clear information about enrollment procedures (73 a)	53.2 3.80	44.2 3.33	66.4 4.00	60.5 3.59	46.8 3.30	46.0 3.04
TRICARE Prime will increase access to care (73 b)	37.1 3.69	39.5 3.24	46.6 4.44	47.7 3.63	31.6 3.05	30.8 2.85
Confused about costs (73 c)	34.3 3.68	39.8 3.39	24.6 3.60	30.3 3.31	42.6 3.41	34.2 2.98
Will have better preventive care (73 d)	27.2 3.27	27.6 3.00	34.3 4.28	35.3 3.47	23.9 2.81	25.6 2.69
TRICARE Prime will make it harder to see a specialist (73 e)	27.8 3.49	14.1 2.20	13.0 2.93	16.2 2.55	26.5 3.29	28.6 2.83
Can see the same doctor each visit (73 f)	47.8 3.79	43.1 3.28	43.8 4.49	42.9 3.57	45.5 3.39	43.6 3.03
Know what to do to make an appointment (73 g)	49.0 3.84	42.1 3.29	56.8 4.33	55.8 3.62	42.1 3.31	45.6 2.99
Will be easier to get phone advice (73 h)	21.6 3.28	19.5 2.63	28.3 4.25	31.2 3.38	18.9 2.54	21.1 2.56
Will use more of own money for health care (73 i)	28.5 3.35	29.7 3.02	25.8 3.68	26.6 3.03	33.3 3.13	29.4 2.85
Know how to use Health Care Finder (73 j)	32.9 3.64	31.4 3.04	38.6 4.52	37.0 3.49	34.6 3.12	37.6 2.98
Satisfied with prompt payment of bills from civilian providers (73 k)	17.8 2.77	23.9 2.96	19.8 3.42	24.0 3.08	26.3 2.95	26.0 2.73
Satisfied with choice of provider (73 l)	31.9 3.55	28.7 2.93	32.9 4.29	36.5 3.47	27.0 2.93	29.4 2.80
Quality of my health care has improved under TRICARE Prime (73 m)	17.4 2.98	16.4 2.46	12.9 3.62	22.0 3.06	12.8 2.19	18.6 2.43
Need more information (73 n)	45.5 3.82	57.0 3.25	38.7 4.20	46.2 3.61	59.6 3.26	51.7 3.10
Understand differences between Standard, Extra, and Prime (73 o)	43.9 3.81	30.3 3.08	48.1 4.43	45.3 3.61	33.5 3.10	34.5 2.90
Total population who knows something about TRICARE Prime (n)	64,987	119,605	10,720	7,136	17,307	49,607

¹ The bottom number of each cell is the standard error of the sample estimate

USE OF PREVENTIVE CARE

Table 61

Use of Preventive Care (11-16, 18, 20, 23-29, 32, 33)

Various Populations

Percent of Beneficiaries by Location (CACSMPLP)¹

Region 9

Preventive Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 9 Area Beneficiaries		
					U. S. Health Care Region 9	Vandenburg AFB (0018)	Edwards AFB (0019)
Physical in past 12 months (11)	57.5 0.30	56.0 0.35	62.1 0.61	46.9 1.05	57.8 1.28	55.9 2.15	56.5 2.38
Blood pressure check within the past 2 years (12)	96.3 0.12	96.5 0.13	96.0 0.26	96.6 0.36	97.3 0.36	96.6 1.15	96.5 0.84
Cholesterol screening within the past 5 years (13)	80.5 0.24	78.9 0.29	84.6 0.45	73.9 0.90	77.5 1.12	80.3 1.81	80.9 1.88
Immunization or flu shot in past 12 months (14)	57.5 0.27	58.0 0.29	55.1 0.61	65.4 0.79	60.5 1.04	61.1 1.90	58.6 1.98
Advice on healthy living from health care provider in past 12 months (15)	56.2 0.31	54.5 0.35	60.3 0.62	49.2 1.04	55.4 1.28	53.2 2.21	55.1 2.39
Dental exam in past 12 months (16)	68.3 0.28	70.2 0.30	63.7 0.62	76.2 0.84	71.9 1.05	75.5 1.82	70.5 2.02
Smoking counseling in past 12 months (current smokers & quit in past year) (18, 20)	36.2 0.64	36.5 0.73	36.0 1.34	34.4 2.00	40.2 2.88	44.2 5.61	49.5 5.26
Pap smear in past 3 years (24)	87.5 0.29	89.2 0.27	84.2 0.69	89.9 0.80	88.3 1.07	87.9 1.97	88.3 2.12
Ever had a mammography, women age 40 to 49 (26)	90.3 0.65	91.5 0.61	88.4 1.58	87.6 1.84	90.1 2.89	92.9 4.77	94.2 3.45
Mammography in past 12 months, women age 50 or over (26)	66.4 0.59	67.7 0.56	65.6 1.12	45.3 2.72	66.4 2.14	69.5 3.35	66.8 4.86
Breast exam in past 12 months (27)	65.8 0.40	66.5 0.42	65.1 0.87	62.7 1.32	63.3 1.64	64.0 2.86	64.1 3.20
First trimester prenatal care (28, 29)	89.2 1.01	88.4 1.24	90.8 1.99	91.7 2.90	87.8 3.86	93.7 5.95	92.9 6.86
Prostate exam in past 2 years, men age 40 or over (23)	71.9 0.50	71.0 0.53	74.1 0.89	55.6 2.22	69.6 1.99	76.1 2.95	70.3 3.97
Total population (n) ²	6,316,049	3,742,026	2,171,507	402,516	483,144	14,116	14,038

¹ The bottom number of each cell is the standard error of the sample estimate² The population for rows 1-6, row 7, rows 8-11, row 12, and row 13 are all different. The population for rows 1-6 is all respondents; for row 7, current smokers plus those who quit smoking in past year; for rows 8 and 11, all women; for row 9, women aged 40-49; for row 10, women aged 50 and above; for row 12, all women who are pregnant or were pregnant in the past year; and for row 13, all men aged 40 and above.

Table 61 (continued)**Use of Preventive Care (11-16, 18, 20, 23-29, 32, 33)****Various Populations****Percent of Beneficiaries by Location (CACSMPLP)¹****Region 9**

Preventive Care	All Region 9 Area Beneficiaries					
	NH Camp Pendleton (0024)	NH San Diego (0029)	NH Twentynine Palms (0030)	Ft. Irwin (0131)	Los Angeles AFB Clinic (0248)	Out of catchment area (9909)
Physical in past 12 months (11)	59.5 2.78	56.0 2.48	56.2 3.88	51.2 3.42	61.4 2.33	59.6 2.16
Blood pressure check within the past 2 years (12)	98.4 0.50	97.8 0.70	96.6 1.13	93.8 1.46	96.7 0.83	95.6 0.91
Cholesterol screening within the past 5 years (13)	71.2 2.67	79.0 2.13	61.9 3.86	71.8 2.72	85.6 1.55	81.6 1.65
Immunization or flu shot in past 12 months (14)	65.6 2.07	60.5 2.01	67.3 3.07	55.6 2.71	53.7 2.20	56.0 2.02
Advice on healthy living from health care provider in past 12 months (15)	53.4 2.82	55.2 2.50	45.8 3.86	54.2 3.42	64.0 2.23	57.4 2.15
Dental exam in past 12 months (16)	78.2 2.02	69.8 2.09	75.7 2.99	76.7 2.18	70.0 2.16	67.8 2.05
Smoking counseling in past 12 months (current smokers & quit in past year) (18, 20)	32.3 5.77	48.9 5.81	26.7 6.24	43.7 6.36	36.9 5.43	35.2 4.49
Pap smear in past 3 years (24)	90.6 1.91	88.6 2.16	95.7 1.35	89.8 2.37	84.2 2.53	86.0 2.21
Ever had a mammography, women age 40 to 49 (26)	89.1 8.16	92.5 4.17	86.7 9.42	84.2 7.08	84.0 6.73	85.4 6.97
Mammography in past 12 months, women age 50 or over (26)	70.9 3.81	63.8 4.56	68.7 4.79	66.2 7.07	68.4 4.17	65.3 3.89
Breast exam in past 12 months (27)	68.9 3.27	61.5 3.29	65.0 4.63	60.8 4.17	65.6 3.32	59.7 3.06
First trimester prenatal care (28, 29)	94.2 4.72	82.3 7.74	98.2 1.78	94.2 5.64	90.2 9.05	87.0 7.44
Prostate exam in past 2 years, men age 40 or over (23)	73.7 4.29	62.8 3.95	39.3 8.13	62.6 6.58	78.7 3.07	76.0 3.02
Total population (n) ²	114,574	191,979	15,756	9,094	33,605	89,983

¹ The bottom number of each cell is the standard error of the sample estimate² The population for rows 1-6, row 7, rows 8-11, row 12, and row 13 are all different. The population for rows 1-6 is all respondents; for row 7, current smokers plus those who quit smoking in past year; for rows 8 and 11, all women; for row 9, women aged 40-49; for row 10, women aged 50 and above; for row 12, all women who are pregnant or were pregnant in the past year; and for row 13, all men aged 40 and above.

USE OF CARE

Table 71

**Use of Care in Past 12 Months (43, 45, 46, 58, 60, 61)
Percent of Beneficiaries by Location (CACSMPLP)¹**

Region 9

Use of Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 9 Area Beneficiaries		
					U. S. Health Care Region 9	Vandenburg AFB (0018)	Edwards AFB (0019)
Any care from military sources (43)	60.8 0.27	70.7 0.29	39.6 0.60	81.7 0.80	63.7 1.05	69.1 1.90	62.8 2.20
Any care from civilian sources (58)	62.8 0.25	55.7 0.32	80.2 0.48	35.0 0.95	60.6 1.15	64.9 1.97	55.8 2.08
Any outpatient visits (46, 61)	71.7 0.28	73.9 0.31	66.9 0.61	76.3 0.89	71.0 1.15	72.1 1.91	75.0 2.01
Any nights in hospital (45, 60)	13.9 0.21	13.4 0.22	15.3 0.45	11.0 0.58	14.0 0.85	12.7 1.32	10.2 1.78
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	483,144	14,116	14,038

¹ The bottom number of each cell is the standard error of the sample estimate

Table 71 (continued)

**Use of Care in Past 12 Months (43, 45, 46, 58, 60, 61)
Percent of Beneficiaries by Location (CACSMPLP)¹**

Region 9

Use of Care	All Region 9 Area Beneficiaries					
	NH Camp Pendleton (0024)	NH San Diego (0029)	NH Twentynine Palms (0030)	Ft. Irwin (0131)	Los Angeles AFB Clinic (0248)	Out of catchment area (9909)
Any care from military sources (43)	68.5 2.22	71.8 1.99	87.7 2.12	81.5 2.00	41.4 2.27	41.3 2.02
Any care from civilian sources (58)	54.5 2.50	56.0 2.26	32.9 3.14	38.5 2.59	82.9 1.50	76.9 1.72
Any outpatient visits (46, 61)	71.1 2.54	72.6 2.21	76.7 2.89	78.3 2.39	67.5 2.31	66.5 2.05
Any nights in hospital (45, 60)	15.9 1.90	13.1 1.62	8.9 1.69	8.7 1.52	14.6 1.70	15.5 1.54
Total population (n)	114,574	191,979	15,756	9,094	33,605	89,983

¹ The bottom number of each cell is the standard error of the sample estimate

SOURCE OF CARE

Table 80

Regular Source of Care (30, 31)
All Beneficiaries (30) and Beneficiaries with a Regular Source of Care (31)
Percent of Beneficiaries by Location (CACSMPLP)¹

Region 9

Source of Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 9 Area Beneficiaries		
					U. S. Health Care Region 9	Vandenburg AFB (0018)	Edwards AFB (0019)
Have regular source (30)	90.5 0.19	90.3 0.23	91.6 0.35	85.8 0.77	90.7 0.81	91.2 1.54	88.2 1.92
Military hospital, clinic, or sick call (31)	45.3 0.23	57.9 0.29	16.9 0.40	83.1 0.69	44.6 1.02	54.9 1.80	57.3 1.92
Civilian doctor's office (31)	44.0 0.26	32.6 0.28	69.3 0.57	12.5 0.59	38.0 1.00	39.9 1.80	35.0 1.94
PRIMUS or NAVCARE clinic (31)	2.4 0.10	3.6 0.16	0.6 0.08	0.4 0.10	8.6 0.73	0.4 0.27	0.6 0.41
USTF (31)	0.9 0.06	0.6 0.04	1.6 0.17	0.2 0.09	0.1 0.06	0.4 0.28	0.2 0.20
Veterans' Administration clinic or hospital (31)	3.3 0.13	2.1 0.08	5.8 0.34	1.0 0.12	2.1 0.32	0.5 0.25	0.6 0.35
Some other type of place (31)	4.0 0.13	3.1 0.11	5.9 0.31	2.9 0.38	6.6 0.50	4.0 0.79	6.2 1.07
Total population who have a regular source of care (n) ²	5,697,222	3,372,204	1,980,385	344,633	437,500	12,862	12,326

¹ The bottom number of each cell is the standard error of the sample estimate² The total population for row 1 is different from the total population for rows 2-7 because only those who answer yes to question 30 also answer question 31

Table 80 (continued)						
Source of Care	All Region 9 Area Beneficiaries					
	NH Camp Pendleton (0024)	NH San Diego (0029)	NH Twentynine Palms (0030)	Ft. Irwin (0131)	Los Angeles AFB Clinic (0248)	Out of catchment area (9909)
Have regular source (30)	90.8 1.79	90.9 1.60	87.9 2.41	85.7 2.64	90.8 1.56	91.4 1.25
Military hospital, clinic, or sick call (31)	50.4 2.08	49.7 1.89	91.2 1.48	83.0 1.49	17.2 1.48	20.5 1.36
Civilian doctor's office (31)	33.8 1.91	29.6 1.82	7.2 1.28	15.5 1.48	63.3 2.28	60.6 2.07
PRIMUS or NAVCARE clinic (31)	10.6 1.52	12.9 1.49	0.8 0.68	0.1 0.09	1.8 0.78	3.7 0.92
USTF (31)	0.3 0.19	0.0 0.00	0.2 0.14	0.0 0.00	0.2 0.17	0.2 0.21
Veterans' Administration clinic or hospital (31)	1.4 0.38	1.7 0.62	0.4 0.14	0.4 0.16	4.4 1.02	4.1 0.89
Some other type of place (31)	3.5 0.62	6.2 0.91	0.2 0.09	0.9 0.25	13.1 1.73	11.1 1.46
Total population who have a regular source of care (n) ²	103,947	174,103	13,842	7,793	30,422	82,205

¹ The bottom number of each cell is the standard error of the sample estimate

² The total population for row 1 is different from the total population for rows 2-7 because only those who answer yes to question 30 also answer question 31

BENEFICIARY CHARACTERISTICS

Table 89

Average Health Status Score¹ (1-7) by Location (CACSMPLP)²
Region 9

Health Status	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 9 Area Beneficiaries		
					U. S. Health Care Region 9	Vandenburg AFB (0018)	Edwards AFB (0019)
Physical health summary (1-7)	48.0 0.06	48.7 0.06	46.1 0.15	51.3 0.16	48.6 0.23	47.9 0.46	48.4 0.47
Mental health summary (1-7)	52.4 0.06	52.4 0.06	52.6 0.12	51.3 0.20	52.2 0.23	53.1 0.36	52.9 0.37
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	483,144	14,116	14,038

¹ Standardized health summary scores based on SF-12 Physical and Mental Health Summary Scales and questions 1-7

² The bottom number of each cell is the standard error of the sample estimate

Table 89 (continued)						
Average Health Status Score ¹ (1-7) by Location (CACSMPLP) ²						
Region 9						
Health Status	All Region 9 Area Beneficiaries					
	NH Camp Pendleton (0024)	NH San Diego (0029)	NH Twentynine Palms (0030)	Ft. Irwin (0131)	Los Angeles AFB Clinic (0248)	Out of catchment area (9909)
Physical health summary (1-7)	49.6 0.45	48.8 0.46	51.4 0.55	51.1 0.48	46.9 0.52	46.8 0.47
Mental health summary (1-7)	52.5 0.42	52.2 0.46	50.6 1.95	51.5 0.66	51.8 0.44	52.1 0.42
Total population (n)	114,574	191,979	15,756	9,094	33,605	89,983

¹ Standardized health summary scores based on SF-12 Physical and Mental Health Summary Scales and questions 1-7

² The bottom number of each cell is the standard error of the sample estimate

Insurance Coverage	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 9 Area Beneficiaries		
					Region 9		
					U. S. Health Care Region 9	Vandenburg AFB (0018)	Edwards AFB (0019)
Supplemental MEDICARE coverage (39)	11.8 0.14	9.3 0.10	17.9 0.35	2.2 0.24	8.7 0.45	14.5 1.14	6.7 1.48
Private insurance coverage (40)	38.4 0.27	33.4 0.27	51.4 0.63	15.0 0.66	36.6 1.01	38.6 1.80	37.9 2.05
Who pays for private insurance? (41)							
Self/family (41)	61.0 0.50	61.4 0.51	60.3 0.92	64.1 2.45	50.6 1.86	60.3 3.47	53.7 4.08
Employer (41)	34.4 0.48	34.0 0.48	35.1 0.88	32.0 2.36	33.8 1.75	28.2 3.30	36.1 3.73
Spouse's employer (41)	19.1 0.41	19.1 0.43	19.3 0.74	13.2 1.74	22.7 1.64	21.3 2.74	30.2 3.62
Other (41)	3.2 0.17	3.4 0.19	3.0 0.29	4.9 1.00	5.9 0.81	2.9 1.08	3.0 1.02
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	483,144	14,116	14,038

¹ The bottom number of each cell is the standard error of the sample estimate

Insurance Coverage	All Region 9 Area Beneficiaries					
	NH Camp Pendleton (0024)	NH San Diego (0029)	NH Twentynine Palms (0030)	Ft. Irwin (0131)	Los Angeles AFB Clinic (0248)	Out of catchment area (9909)
Supplemental MEDICARE coverage (39)	7.3 0.69	6.7 0.79	3.9 1.25	2.5 0.67	15.9 1.62	12.7 1.22
Private insurance coverage (40)	30.3 1.91	32.7 1.94	17.4 2.51	16.7 1.81	55.4 2.25	50.8 2.05
Who pays for private insurance? (41)						
Self/family (41)	58.4 3.91	49.4 4.00	43.5 7.50	62.1 5.83	45.9 3.33	46.8 3.22
Employer (41)	32.9 3.83	34.0 3.80	43.4 7.74	26.6 5.20	39.0 3.21	32.3 2.95
Spouse's employer (41)	19.6 3.22	22.4 3.67	11.6 4.84	22.0 4.26	21.3 2.62	26.0 2.86
Other (41)	5.4 1.44	7.6 1.84	5.9 3.48	2.5 0.90	6.1 1.66	4.9 1.35
Total population (n)	114,574	191,979	15,756	9,094	33,605	89,983

¹ The bottom number of each cell is the standard error of the sample estimate

Table 104

**Enrollment in TRICARE Prime (BGCSMPLP, 76, 79)
Percent of Beneficiaries by Location (CACSMPLP)¹**

Region 9

Enrollment in TRICARE Prime	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 9 Area Beneficiaries		
					U. S. Health Care Region 9	Vandenburg AFB (0018)	Edwards AFB (0019)
Enrolled with military Primary Care Manager (BGCSMPLP, 76, 79)	53.3 0.25	60.8 0.27	24.8 0.47	87.3 0.48	59.4 1.01	62.2 2.21	65.2 2.26
Enrolled with civilian Primary Care Manager (76, 79)	7.5 0.18	6.6 0.18	11.7 0.52	1.5 0.22	14.0 0.88	9.8 1.36	10.8 1.65
Not enrolled (76)	35.3 0.29	30.1 0.27	55.7 0.78	10.0 0.44	24.7 1.01	27.3 2.19	21.0 2.17
Unsure if enrolled (76)	3.8 0.16	2.6 0.10	7.8 0.53	1.2 0.14	1.9 0.36	0.8 0.38	2.9 0.85
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	483,144	14,116	14,038

¹ The bottom number of each cell is the standard error of the sample estimate

Table 104 (continued)

**Enrollment in TRICARE Prime (BGCSMPLP, 76, 79)
Percent of Beneficiaries by Location (CACSMPLP)¹**

Region 9

Enrollment in TRICARE Prime	All Region 9 Area Beneficiaries					
	NH Camp Pendleton (0024)	NH San Diego (0029)	NH Twentynine Palms (0030)	Ft. Irwin (0131)	Los Angeles AFB Clinic (0248)	Out of catchment area (9909)
Enrolled with military Primary Care Manager (BGCSMPLP, 76, 79)	68.9 1.76	62.0 1.83	91.2 1.15	82.8 1.72	31.8 2.16	31.5 1.82
Enrolled with civilian Primary Care Manager (76, 79)	12.0 1.47	12.9 1.65	1.1 0.44	6.5 1.21	21.9 2.49	23.7 2.47
Not enrolled (76)	18.3 1.62	23.1 1.87	7.5 1.07	10.3 1.46	42.0 3.04	41.5 2.66
Unsure if enrolled (76)	0.8 0.35	2.0 0.74	0.2 0.12	0.5 0.21	4.3 1.32	3.3 1.01
Total population (n)	114,574	191,979	15,756	9,094	33,605	89,983

¹ The bottom number of each cell is the standard error of the sample estimate